


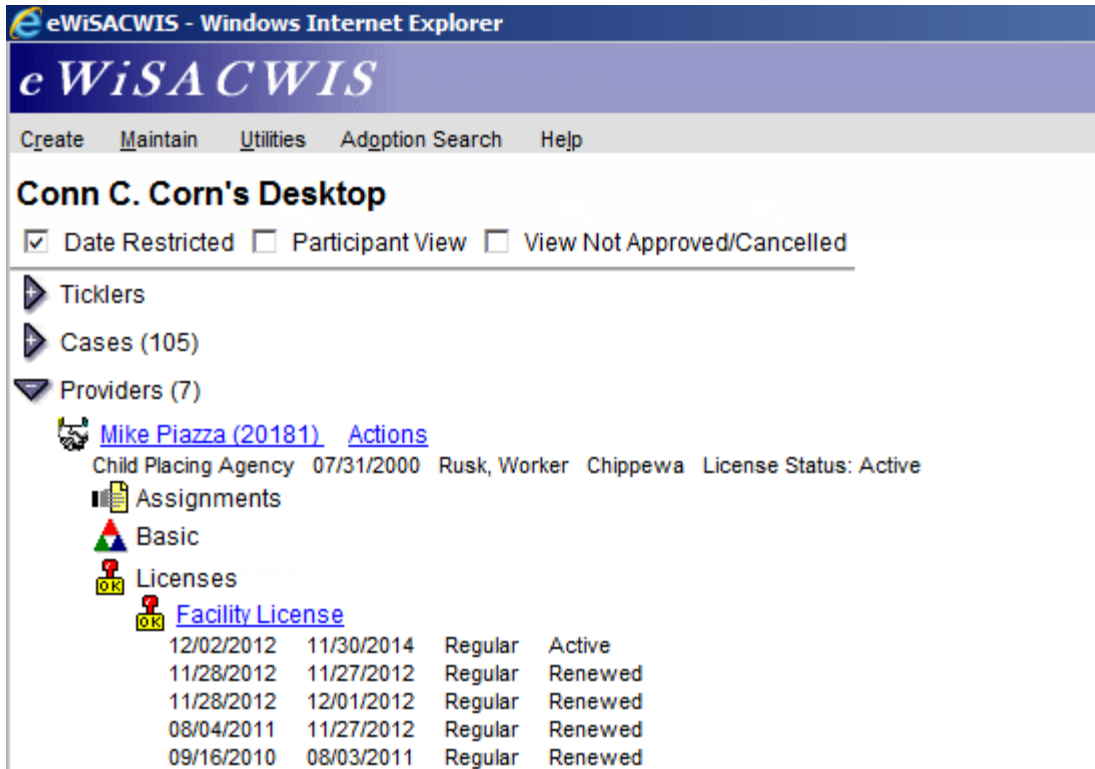


Documenting a Facility Complaint

Note: In order to document a facility complaint, an assignment to the provider record is needed.

1. From your desktop, click on the  **Providers** expando. Click on the  icon for the appropriate provider record. Click on the Licenses icon  and then click the [Facility License](#) hyperlink to open the Facility License page.



2. On the Facility License page, click on the Complaints tab. Click the Insert button. This will open the Complaint page.



- Enter the Received Date and select a method. If the Method = Letter, the Complainant Letter Date will pre-fill with the same date as the Received Date. If applicable, select the Serious Indicator checkbox.
- Click on the [Search](#) hyperlink to the right of the Received By field to select the eWiSACWIS worker that received the complaint. This will open the Worker Search page.

Complaint -- Webpage Dialog

eWiSACWIS

Print Spell Check ABC Help ?

Provider

Name: [ABC Shelter Care \(9221825\)](#) Licensor: Conn C. Corn, Jr.
 Type: Shelter Care Complaint ID:

Complaint Information

Received Date: 10/11/2013 Method: Email Complainant Letter Date: 00/00/0000 Serious Indicator ☐
 Received By: [Search] Date of Occurrence: 00/00/0000 Noncompliance Statement ☐
 Assigned To: Conn C. Corn, Jr. Assigned Date: 00/00/0000
 Status: Active Completed Date: 00/00/0000 Enforcement ID(s):
 Description:
 Complainant Name: Complaint Source:
 Notify Submitter ☐ Date Submitter Notified: 00/00/0000

Complainant Contact Information

Number: Street: Apt: WI City:
 City: State: Zip: Country:
 Phone: Ext: Work Phone: Ext: Cell Phone:

Facility Investigation

Save Close

- On the Worker Search page, enter the worker's name and click Search. Select the radio button next to the worker's name and then click Continue.

Worker Search -- Webpage Dialog

eWiSACWIS

Print Spell Check ABC Help ?

Search Criteria

Last Name: cake First Name: caitlin Worker ID:
 Employee ID: County: Site #:
 Search Precision: Low Med High Sort By: Alpha Search
 Record 1 to 1 of 1

Workers Returned

☒ Coke, Caitlin M. (10173) Active
 Intake Supervisor (123)456-7890 caitlin.coke@wisconsin.gov Milwaukee-Admin, Milwaukee COUNTY Frank Fox
 Cases:420, Providers:170

Continue Close

- Complaint -- Webpage Dialog

eWiSACWIS
Print
Spell Check
Help

Provider

Name: ABC Shelter Care (9221825)
Type: Shelter Care
Licensor: Conn C. Corn, Jr.
Complaint ID:

Complaint Information

Received Date: 10/11/2013
Received By: Caitlin M. Cake
Assigned To: Conn C. Corn, Jr.
Method: Letter
Complainant Letter Date: 10/11/2013
Date of Occurrence: 10/09/2013
Assigned Date: 10/11/2013
Status: Active
Completed Date: 00/00/0000
Enforcement ID(s):
Description: description of the complaint here...
Complainant Name: Person reporting the complaint
Notify Submitter: ☒
Date Submitter Notified: 00/00/0000
Complaint Source: Resident
Serious Indicator: ☐
Noncompliance Statement: ☐

Complainant Contact Information

Number: 123
City: Madison
Phone: (608)555-1212
Street: State Street
State: WI
Work Phone:
Apt:
Zip: 53701
Country: United States
Ext:
Ext:
Cell Phone:

Facility Investigation

Type: Licensed
Result: Pending
Begin Date: 00/00/0000
End Date: 00/00/0000

Alleged Violation	Violation Result	
Supervision/Staff Coverage	Pending	Delete

Insert
Findings:
findings of the complaint under investigation...
[More...](#) [Less...](#) [Default](#)

Referral

Referred To:
Referral Reason:
Date Sent: 00/00/0000
Response:
Response Received: 00/00/0000

Save
Close

8. In the Facility Investigation group box, the Type will default to “Licensed” since this was created from the Facility License page. The Result field will update based on the information that is documented below for the Violation Result. Select the appropriate Alleged Violation. Click the Insert button to add additional alleged violations. After the investigation has been completed, update the Violation Result for each Alleged Violation. Document the findings of the complaint and allegations in the Findings box.
9. If applicable, enter information in the Referral group box.
10. Click Save to save the complaint. Click Close.

Note: Once a complaint has been saved, a Made in Error checkbox appears at the top of the page. See the section at the end of this guide on how to make a complaint in error.

The screenshot shows the 'Complaint -- Webpage Dialog' window for the 'eWiSACWIS' system. The form is organized into several sections:

- Provider:** Name: ABC Shelter Care (9221825), Type: Shelter Care, Licensor: Conn C. Corn, Jr., Complaint ID: (empty).
- Complaint Information:** Received Date: 10/11/2013, Method: Letter, Complainant Letter Date: 10/11/2013, Serious Indicator: ☐, Received By: Caitlin M. Cake, Date of Occurrence: 10/09/2013, Noncompliance Statement: ☐, Assigned To: Conn C. Corn, Jr., Assigned Date: 10/11/2013, Status: Active, Completed Date: 00/00/0000, Enforcement ID(s): (empty), Description: description of the complaint here..., Complainant Name: Person reporting the complaint, Complaint Source: Resident, Notify Submitter: ☒, Date Submitter Notified: 00/00/0000.
- Complainant Contact Information:** Number: 123, Street: State Street, Apt: (empty), WI City: Madison, 53701, City: Madison, State: WI, Zip: 53701, Country: United States, Phone: (608)555-1212, Ext: (empty), Work Phone: (empty), Ext: (empty), Cell Phone: (empty).
- Facility Investigation:** Type: Licensed, Result: Pending, Begin Date: 00/00/0000, End Date: 00/00/0000. A table lists alleged violations: Supervision/Staff Coverage with a result of Pending. An 'Insert' button is at the bottom right of the table. Below the table is a 'Findings' text area with the placeholder 'findings of the complaint under investigation...' and links for 'More...', 'Less...', and 'Default'.
- Referral:** Referred To: (empty), Date Sent: 00/00/0000, Response Received: 00/00/0000, Referral Reason: (empty), Response: (empty).

At the bottom right are 'Save' and 'Close' buttons.

11. You can access the complaint at any time by clicking the Complaint ID hyperlink.

Facility License - Windows Internet Explorer

eWiSACWIS Print Spell Check Help

Provider
Name: [ABC Shelter Care \(9221825\)](#) Licensor: Conn C. Corn, Jr.
Type: Shelter Care Class: Small

Provider | **License Information** | **Fees** | **Site Visits** | **Non-Site Visits** | **Enforcements** | **Complaints**

Complaints

Complaint ID	Received ▲	Assigned To	Serious Threat	Complaint Status	Completed	Notify Submitter
8000161	10/11/2013	Conn C. Corn, Jr.	<input type="checkbox"/>	Active		<input checked="" type="checkbox"/>
8000160	10/01/2013	Conn C. Corn, Jr.	<input type="checkbox"/>	Active		<input type="checkbox"/>




[Insert](#)

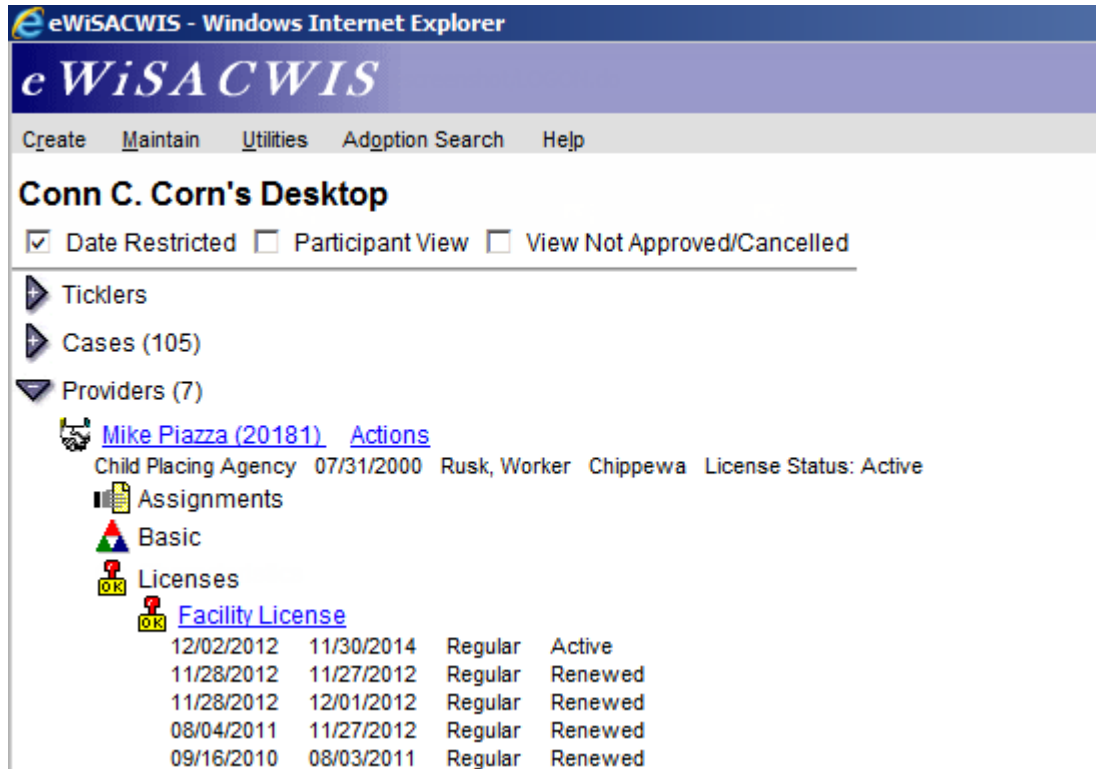
[Save](#) [Close](#)

100%

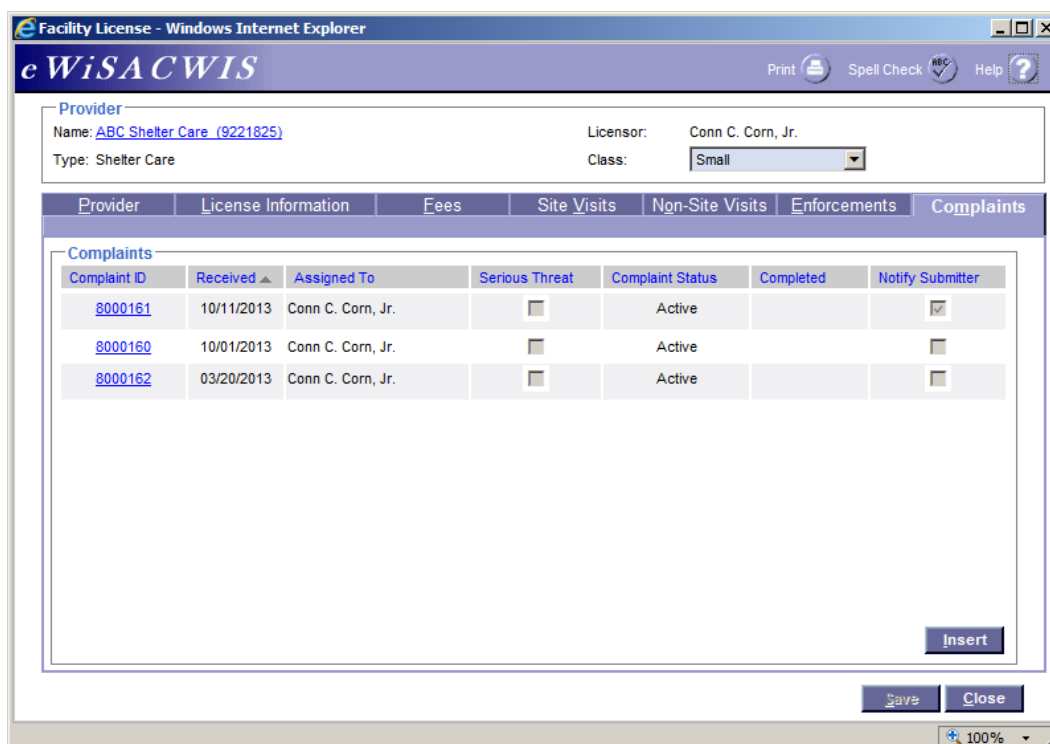
Making a Complaint in Error

Once a complaint has been saved, a Made in Error checkbox appears on the Complaint page.

1. To make a complaint in error, access the appropriate complaint. From the desktop, click on the  Providers expando. Click on the  icon for the appropriate provider record. Click on the  Licensures icon and then click the [Facility License](#) hyperlink to open the Facility License page.



2. Click on the Complaints tab. Click the Complaint ID hyperlink for the complaint you would like to make in error. This will open the Complaint page.



3. On the Complaint page, click the Made in Error checkbox. A Made in Error Justification field will appear. Enter a short description of why this complaint is being made in error.

The screenshot shows the 'Complaint -- Webpage Dialog' window for eWiSACWIS. The 'Provider' section includes Name: ABC Shelter Care (9221825), Type: Shelter Care, Licensor: Conn C. Corn, Jr., and Complaint ID: 8000162. The 'Made in Error' checkbox is checked. The 'Complaint Information' section has a 'Made in Error Justification' text area containing 'short description as to why this is being made in error'. Other fields include Received Date: 03/20/2013, Method: Telephone, Complainant Letter Date: 00/00/0000, Serious Indicator (unchecked), Received By: Caitlin M. Cake, Date of Occurrence: 03/19/2013, Noncompliance Statement (unchecked), Assigned To: Conn C. Corn, Jr., Assigned Date: 00/00/0000, Status: Active, Completed Date: 00/00/0000, Enforcement ID(s) (empty), Description: received an anonymous call that children are being abused, Complainant Name (empty), Complaint Source: Anonymous, Notify Submitter (unchecked), and Date Submitter Notified: 00/00/0000. The 'Complainant Contact Information' section includes fields for Number, Street, Apt, WI City, City, State, Zip, and Country. 'Save' and 'Close' buttons are at the bottom right.

4. Click Save. This will freeze the record and no additional updates can be made. Click Close to return to the Facility License page.

This screenshot is identical to the previous one, showing the same 'Complaint -- Webpage Dialog' window. The 'Save' button at the bottom right is highlighted with a blue border, indicating it is the next step to click.

5. If a made in error complaint exists for this provider, a “View Made in Error” checkbox will appear on the Complaints tab. To view the made in error complaints, click the View Made in Error checkbox.

The screenshot shows the eWiSACWIS interface in a Windows Internet Explorer browser window. The title bar reads "Facility License - Windows Internet Explorer". The page header includes the eWiSACWIS logo and navigation links: Print, Spell Check, and Help. The main content area is titled "Provider" and displays the following information:

- Name: [ABC Shelter Care \(9221825\)](#)
- Licenser: Conn C. Corn, Jr.
- Type: Shelter Care
- Class: Small

Below this information is a tabbed interface with the following tabs: Provider, License Information, Fees, Site Visits, Non-Site Visits, Enforcements, and Complaints. The "Complaints" tab is selected, showing a table of complaints:

Complaint ID	Received	Assigned To	Serious Threat	Complaint Status	Completed	Notify Submitter
8000161	10/11/2013	Conn C. Corn, Jr.	<input type="checkbox"/>	Active		<input checked="" type="checkbox"/>
8000160	10/01/2013	Conn C. Corn, Jr.	<input type="checkbox"/>	Active		<input type="checkbox"/>

At the bottom of the Complaints tab, there is a checkbox labeled "View Made in Error" which is circled in red, and an "Insert" button. Below the Complaints tab, there are "Save" and "Close" buttons.

6. After you have selected the View Made in Error checkbox, all made in error complaints for this provider will appear.

The screenshot shows the eWiSACWIS interface in a Windows Internet Explorer browser window. The title bar reads "Facility License - Windows Internet Explorer". The page header includes the eWiSACWIS logo and navigation links: Print, Spell Check, and Help. The main content area is titled "Provider" and displays the following information:

- Name: [ABC Shelter Care \(9221825\)](#)
- Licenser: Conn C. Corn, Jr.
- Type: Shelter Care
- Class: Small

Below this information is a tabbed interface with the following tabs: Provider, License Information, Fees, Site Visits, Non-Site Visits, Enforcements, and Complaints. The "Complaints" tab is selected, showing a table of complaints:

Complaint ID	Received	Assigned To	Serious Threat	Complaint Status	Completed	Notify Submitter	
8000161	10/11/2013	Conn C. Corn, Jr.	<input type="checkbox"/>	Active		<input checked="" type="checkbox"/>	
8000160	10/01/2013	Conn C. Corn, Jr.	<input type="checkbox"/>	Active		<input type="checkbox"/>	
8000162	03/20/2013	Conn C. Corn, Jr.	<input type="checkbox"/>	Active		<input type="checkbox"/>	Made in Error

At the bottom of the Complaints tab, there is a checkbox labeled "View Made in Error" which is checked and circled in red, and an "Insert" button. Below the Complaints tab, there are "Save" and "Close" buttons.